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| Directorate: | Children & Young People |
| Grade: | HC11 |
| Location: | Plough Lane, Hereford |
| Responsible to: | Service Manager |

# Job Description

# Team Manager

**Corporate Parenting Service**

## Main purpose of the role

* + To be a corporate parent
  + Lead, manage and be accountable for a Senior Social Worker, Social Workers, ASYE and other professionals in the delivery of statutory and legislative duties and requirements.
  + Lead the team to safeguard and promote the welfare of vulnerable children and young people in

Herefordshire whilst effectively managing risk.

* + Ensure the key performance targets as they apply to the team, the service and the Local Authority are met.
  + Carry out this role in a collaborative manner that promotes equality of opportunity and joint working with other teams across the Local Authority and partners, while challenging and supporting the team to ensure timely and suitable outcomes for child, young people and their families.
  + Ensure that all multi disciplinary resources are available to ensure that the quality of practice with children, young people and families is of a consistently high quality, is cost effective and quality service standards are met, taking helpful action where this is not the case.

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| Key Duties and Responsibilities | Frequency of Task |
| * As a member of Herefordshire Children’s Services management team, lead the team providing appropriate support and challenge to ensure the delivery of high quality services, accurate and timely case file records and the effective use of resources to statutory and legislative requirements. | * Variable |
| * To oversee the distribution of caseloads to ensure that the child or young person’s needs are met appropriately. | * Variable |
| * Make clear decisions around threshold for cases that are part of legal planning meetings, strategy meetings, ensuring at each point risk is evaluated and decisions are recorded on the case file. This is not limited to but to include: * Chair strategy meetings, making decisions about whether S47’s are undertaken and signs off S47 reports * Quality assure and sign off all reviews, reports and assessments * Quality assure and signs off court reports * Quality assure and agree care plans * Sign off key decision making points with quality assurance undertaken and the provision of regular management oversight on case files | * Variable |
| * Carry out regular quality assurance activities including observations, case reviews, team and peer moderated audits that collaboratively involve social work staff to support their professional development, improve the consistency of practice and seek the views of families. | * Variable |
| * Ensure that in all aspects of work that we listen to children and young people and children are at the centre of everything we do. | * Variable |
| * Use all available performance information and audit outcomes to efficiently manage your team, translating this information in a meaningful way so that all members of the team understand what it is saying and what they need to do. | * Variable |
| * Attend Head of Service Performance clinics with a clear narrative for performance in their team and actions to be undertaken to address areas for development. | * Monthly |
| * Attend and quality assure reports for panels to ensure care planning around permanency, cost and resources are reviewed, ratified and measured to the needs of children and families. | * Variable |
| * Present to Heads of Service on legal matters. | * Variable |
| * Create, implement and monitor a team plan which links to service and strategic objectives with the overall aim to improve performance. | * Monthly |
| * Responsible for the regular and effective appraisal of staff performance through an appraisal process in order to provide clear direction and challenge to prevent drift and delay. | * Monthly / Annually |
| * Responsible for tackling under-performance and performance issues, sickness absence, conduct and grievances as required both informally and formally and within the Local Authority’s policy frameworks. | * Monthly |
| * Directly supervise the Senior Social Workers and Social Workers in the team as per Children’s Services supervision policy. | * Monthly |
| * As part of Quality Assurance activities, ensure that there is effective direct work undertaken with all children and young people with the voice of the child clearly recorded on case files. | * Variable |
| * Support all members of the team to actively seek the views of children and families to inform practice in individual cases and uses this feedback to shape the team, its learning and feed into the overall strategic direction of the Local Authority. | * Variable |
| * Lead team meetings to a high standard, ensuring that service and corporate messages are cascaded to the team in a timely way and supporting effective two way communications back up to managers from the team. | * Fortnightly |
| * Ensure that all members of the team have the capacity to attend training to support their ongoing professional development and enable continuous improvements in practice | * Variable |
| * Assist and encourage the professional development of the team, providing them with opportunities to grow and develop to become Senior Social Workers and Team Managers. | * Variable |
| * Maintain own professional development through training and other suitable mechanisms and keep up to date with changes in national, regional and local policy initiatives that will impact on the delivery of services and respond accordingly. | * Variable |
| * Support the Senior Social Worker to make effective day to day use of all available professional resources, addressing barriers and issues across Children’s Services and with partners where required through the development and maintenance of professional links with partner agencies and the voluntary sector. | * Variable |
| * Manage the complaints relating to your team effectively and to a high standard in line with the Local Authority’s complaints procedure ensuring they are dealt with promptly and feedback/learning from complaints is delivered back to the team. | * Variable |
| * Ensure the effective deployment, monitoring and management of delegated budgets, approving individual case expenditure whilst maintaining an awareness of the implications of decision on budgets | * Variable |
| * Represent the Local Authority’s values, leading by example in the delivery of these and setting a positive culture within your team, service and the Local Authority; challenge behaviour when it is not aligned with our values and take appropriate action; support a professional in a respectful and child-focussed environment which supports the Local Authority’s vision. | * Variable |
| * Ensure all interventions are conducted within an anti-discriminatory framework, and take into account issues such as race, gender, sexuality, disability etc, and deliver appropriate services to the diverse communities of Herefordshire. | * Variable |
| * Deputise for the Service Manager, undertake projects and other additional duties, as required. | * Variable |
| * To undertake work outside office hours as necessary | * Variable |

**Person Specification**

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| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| **Qualifications and Training** | | |
| * Social Work Degree, DipSW, CQSW, CSS or equivalent. | Essential | A, I |
| * SWE registration | Essential | A, I |
| * Commitment to continuing professional development | Essential | A, I |
| * Practice Educator Stage 1 | Desirable | A, I |
| **Experience & Knowledge** | | |
| * Demonstrable working knowledge of the legislative framework and relevant guidance and procedures as appropriate to the post. | Essential | A, I |
| * Experience of managing a team of qualified social workers | Essential | A, I |
| * Substantial experience of working at management level, involved in delivering services to children and in assessment of needs, case planning and/or case management. | Essential | A, I |
| * Proven experience in conducting appraisals/supervision that are reflective and strive towards the successful achievement of department/business objectives | Essential | A, I |
| * Experience of successfully using performance management information to adhere to statutory timescales and effectively run the team | Essential | A, I |
| * Experience of managing budgets | Essential | A |
| * Specialist knowledge of one or more key issues affecting children and their families. E.g. Domestic Abuse, Mental Health, Radicalisation, Neglect, Contexual Safeguarding | Essential | A, I |
| * Knowledge and demonstrable experience of the application of systemic interventions and methodologies on social work practice, including Restorative Practice. | Essential | A, I |
| * Significant experience in the use of electronic case management systems to effectively manage cases to a successful resolution. | Essential | A, I |
| **Skills and Abilities** | | |
| * Ability to analyse risk relating to child protection and to plan appropriate interventions. | Essential | A, I |
| * Ability to assess effectively the development needs of social work staff. | Essential | A, I |
| * Acceptance and commitment to the principles of human rights and equality and how they underpin practice | Essential | A, I |
| * Is skilled in the understanding and application of the statutory framework underpinning social work | Essential | A, I |
| * Effective communication, negotiating, interpersonal skills. | Essential | A, I |
| * Computer literate with knowledge of Microsoft Office packages | Essential | A, I |

For all school staff and any post working with children, young people and vulnerable adults: Employees have a duty to safeguard and promote the welfare of children, young people and vulnerable adults. It is an essential requirement that staff are aware of the Herefordshire Safeguarding procedures for sharing information about the welfare of any person for whom they have safeguarding concerns. Staff have a duty to ensure they attend training to enable them to recognise the indicators for concerning behaviour and receive safeguarding supervision as appropriate.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.